



HOMEOWNER FAQ

A Guide to Common Questions

WATER, SEWER AND REFUSE QUESTIONS

WHEN IS TRASH , RECYCLING AND YARD WASTE PICKED UP?

Yard waste is picked up on Monday. Refuse, recycling and bulk items are picked up on Tuesday. New recycle bins can be obtained from the Department of Public Service, Utility Billing Division located inside City Hall (200 S Hamilton Rd). Business hours are Monday through Friday from 8:00am to 5:00pm. It is not necessary to bring in your old bins. Old bins should be marked "trash" and placed at the curb. The hauler will then pick them up.

ARE THE READINGS ON MY BILL ACTUAL OR ESTIMATED?

All readings are actual except for cases of water meter outages.

WHAT IS INCLUDED IN MY UTILITY BILLS? HOW OFTEN AM I BILLED?

Utility bills are mailed quarterly. Each bill includes charges for water, sewer, stormwater, refuse, recycling and yard waste collection.

CAN PAYMENTS BE AUTOMATICALLY DEDUCTED FROM MY BANK ACCOUNT?

The City offers automatic deduction from a bank account for payment of utility bills.

WHAT IS A DEDUCT METER / SEWER ADJUSTING METER (SAM)?

A sewer adjustment meter is a water meter that is attached to the homeowner's water line that registers outdoor water use (ie: irrigation system). After a SAM has been installed and inspected, there will be no sanitary sewer charges for any water that passes through the meter since water for outdoor use does not enter the City's sanitary sewer system. A sewer adjustment meter can be purchased through the Department of Public Service, Utility Billing Division. For more information call 614-342-4440.

WHAT DO I DO IF I SMELL A SEWER ODOR OR SUSPECT A SEWER BACKUP?

If you think you smell sewer gas, please contact the Department of Public Service, Utility Billing Division at 614-342-4440, Monday through Friday 8:00am to 5:00pm. After 5:00pm and on weekends and holidays, call 614-342-4240.



For other FAQs, visit www.gahanna.gov/faqs.aspx

200 S HAMILTON RD | GAHANNA, OH 43230

WWW.GAHANNA.GOV



SNOW REMOVAL

WHAT ORDER ARE STREETS PLOWED DURING SNOW EVENTS?

The City's snow removal policy places every street into one of four categories based on the street's usage, access and safety. The category determines the priority of when and how streets are treated and cleared. The four categories include: arterial (main streets), collector (streets that lead to arterials), residential (neighborhood streets) and courts. In a plowing event, arterial streets are plowed first. After all the arterial streets are cleared, plows will then work on the collector streets. Following collector streets are residential slopes and residential streets and then courts.

THE SNOW PLOW DAMAGED MY MAILBOX. HOW DO I GET THIS REPAIRED?

Please ensure that your mailbox follows the U.S. Postal Service (USPS) standards. The front mailbox and door should be 6 inches behind the back edge of curb and 38-42 inches above the ground. If these guidelines are followed it will ensure that the City plows will not physically hit the mailbox. If your mailbox is damaged by a plow or by the force of snow coming off the plow, please contact the Service Department at 614-342-4005.



IS STREET PARKING ALLOWED DURING A SNOW EVENT?

Vehicles parked on the street during snow and ice events make it difficult for the snow plows to properly clear the streets and present a legitimate hazard. If possible, refrain from parking on the street during snow and ice events. This will enable the snow removal process to be completed efficiently. It will also prevent vehicles from being 'plowed in'. If a vehicle is plowed in, it is the responsibility of the vehicle owner to dig it out.

WHO DO I CALL TO REMOVE SNOW FROM MY DRIVEWAY APPROACH?

The City does not come back to open private driveway approaches after the snow plows have passed. You will need to call a private snow removal company. Many local landscape companies provide this service.

I CAN'T SHOVEL MY DRIVEWAY DUE TO HEALTH CONCERNS. HOW DO I GET HELP?

You will need to call a private snow removal company. Many local landscape companies provide this service.

STREETS AND UTILITIES

WHEN WILL MY STREET BE PAVED?

The annual street maintenance program is determined by the City Engineer based on the street ratings and the annual allocated budget. Rating the condition of all City-maintained streets is completed annually. The following criteria determine a street's rating: extent of cracking, concrete condition, crack seal condition and pavement defects. To find your street rating and learn more about the street maintenance program, visit www.gahanna.gov/departments/service.streets.aspx.

WHOSE RESPONSIBILITY IS IT TO REPAIR SIDEWALKS, CURBS AND GUTTERS?

Per Ohio's Revised Code (ORC) 723.011 and Gahanna's Codified Ordinance 521.06 (a), sidewalks, curbs and gutters are the homeowner's responsibility to maintain and repair. The only time the City repairs curbs or gutters is when an entire street is replaced or if damage has occurred in or around a storm drain.

WHO MAINTAINS STREET TREES?

Per Gahanna's Codified Ordinance 913, it is the homeowner's responsibility to maintain and prune street trees. For concerns regarding the health of a street tree or to request removal of a street tree, contact the Parks and Recreation Department at 614-342-4250.

HOW DO I GET A REGULATORY STREET SIGN INSTALLED ON MY STREET?

All regulatory street signage (ie: no parking, etc) is determined by the Chief of Police. Please contact the Police Department at 614-342-4240 with any regulatory street sign requests.

WHY ARE THERE PAINT MARKINGS AND/OR COLORED FLAGS IN MY YARD?

OUPS (Ohio Utilities Protection Service) markings are placed by various underground utilities to mark their lines when a request to dig or build is submitted. If you need to have your lines marked before digging in your yard, call 8-1-1 or 1-800-362-2764.

WHERE DO I REPORT A DEAD ANIMAL IN THE CITY'S RIGHT-OF-WAY?

To report a dead animal located in the City's right-of-way, contact the Department of Public Service at 614-342-4005.

WHERE DO I REPORT POTHoles AND A STREETLIGHT PROBLEM?

Potholes and malfunctioning streetlights may be reported to the Department of Public Service at 614-342-4005.

WHY DO WE HAVE TRAFFIC CAMERAS AT INTERSECTIONS?

Video detection cameras are set up to relay information for the traffic lights to change and to monitor traffic. They are not used for ticketing or traffic enforcement.

HOW DO I REPORT THAT MY POWER IS OUT?

All power outages should be reported directly to AEP at 1-800-277-2177. You may also report outages online at www.aepohio.com/outages as well as check on the status of an outage.

